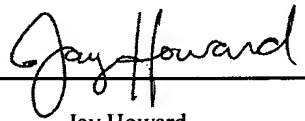


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Benjamin A. Knott, et al.  
Date Filed: April 22, 2004  
Title: *User Interface for "How to Use" Application of  
Automated Self Service Call Center*

MAIL STOP PATENT APPLICATION  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

I hereby certify that this Information Disclosure Statement is being deposited with the United States Postal Service as Express Mail No. **EV352393986US** addressed to: Mail Stop Patent Application, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on April 22, 2004.

  
Jay Howard

Dear Sir:

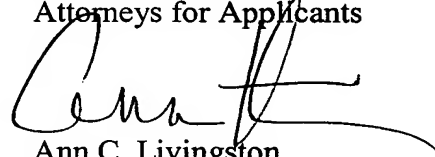
**INFORMATION DISCLOSURE STATEMENT**

Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. Since the present Application was filed after June 30, 2003, a copy of any U.S. Patent and any U.S. Patent Application Publication cited on the attached PTO Form 1449 is not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. §1.98(A)(2)(i) by the U.S. Patent and Trademark Office. Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), no representation is made that these references are material to the patentability of the present application.

Applicants believe no fees are due for this Information Disclosure Statement, however, the Commissioner is hereby authorized to charge any fees to Deposit Account No. 50-2148 of Baker Botts L.L.P. in order to effectuate this filing.

Respectfully submitted,

BAKER BOTTS L.L.P.  
Attorneys for Applicants



Ann C. Livingston  
Reg. No. 32,479

Date: 4/21/04

Correspondence Address:

At Customer No. **31625**

Telephone: 512.322.2634  
Facsimile: 512.322.8325

<b>PTO-1449</b>  <b>Information Disclosure Citation in an Application</b>				Application No.		Applicant(s)	
				Unassigned		Benjamin A. Knott, et al.	
				Docket Number		Group Art Unit	Filing Date
				064198.0189		Unassigned	April 22, 2004
<b>U.S. PATENT DOCUMENTS</b>							
		<b>DOCUMENT NO.</b>	<b>DATE</b>	<b>NAME</b>	<b>CLASS</b>	<b>SUBCLASS</b>	<b>FILING DATE</b>
	A	6,510,411 B1	01/21/03	Norton, et al.	704	254	10/29/99
	B	6,697,460 B2	02/24/04	Knott, et al.	379	88.22	04/30/02
	C						
	D						
	E						
	F						
	G						
	H						
	I						
	J						
	K						
	L						
	M						
<b>FOREIGN PATENT DOCUMENTS</b>							
		<b>DOCUMENT NO.</b>	<b>DATE</b>	<b>COUNTRY</b>	<b>CLASS</b>	<b>SUBCLASS</b>	<b>TRANSLATION</b>
							YES NO
	N	02/091722 A1	11/14/02	WO	H04M	3/523	X
	O						
	P						
	Q						
<b>NON-PATENT DOCUMENTS</b>							
		<b>DOCUMENT (Including Author, Title, Source, and Pertinent Pages)</b>					<b>DATE</b>
	R						
	S						
	T						
	U						
EXAMINER					DATE CONSIDERED		
EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.							